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Via ECFS

Marlene H. Dortch, Secretary  
Federal Communications Commission  
The Portals  
445 12th Street, S.W.  
Washington, D.C. 20554

Re: VoIP E911 Compliance Letter on behalf of Heartland  
Communication Internet Services; WC Docket No. 05-196

Dear Ms. Dortch:

Heartland Communication Internet Services submits this Compliance Letter ("Letter") to advise the Commission of the status of Heartland Communication Internet Services' efforts to comply with the Commission's enhanced 911 ("E911") service requirements and conditions applicable to interconnected Voice over Internet Protocol ("VoIP") service providers as established in the IP-Enabled Services, E911 Requirements for IP-Enabled Service Providers, First Report and Order and Notice of Proposed Rulemaking. ("VoIP E911 Order") As required by the Commission's rules, and consistent with the Public Notice issued by the Enforcement Bureau on November 7, 2005 (the "Public Notice"), this Letter details Heartland Communication Internet Services' ("HCIS") efforts to provide E911 service to customers in compliance with Commission directives.

HCIS can be contacted at:  
Heartland Communication Internet Services, Inc.  
1301 Broadway  
Paducah, Kentucky 42001  
270-298-7871  
HCIS' website can be accessed at [www.hcis.net](http://www.hcis.net)

911 Solution

HCIS is currently deploying VoIP services to its customers in and around Paducah, Kentucky. 100% of these customers currently have E911 service available.

911 Routing Information/Connectivity to Wireline Network

HCIS is currently delivering Enhanced 911 through its affiliated competitive local exchange carrier's (Aero Communications, Inc.) wireline network directly to the relevant public safety answering points.

1519 E. 14<sup>th</sup> Street, Suite A  
San Leandro, CA 94577  
Phone: 510 903-1304  
Fax: 510 868-8418  
Email: [kris@lokt.net](mailto:kris@lokt.net)

1725 I Street, NW, Suite 300  
Washington, DC 20006  
Phone: 202 250-3413  
Fax: 202 517-9175  
[www.lokt.net](http://www.lokt.net)

Ms. Marlene Dortch  
Page 2  
November 28, 2005

Transmission of ANI and Registered Location Information

E911 calls from HCIS' E911-capable customers provide full ANI and registered location information to emergency personnel.

911 Coverage

HCIS is committed to providing E-911 and will continue to work closely with its affiliated carrier and Intrado to resolve all remaining E-911 issues and will work with the incumbent local providers to find solutions for E-911 for future customers outside current E-911 capable areas. HCIS will not provide VoIP in any non-E911 compliant areas.

Obtaining Initial Registered Location Information

During the process of signing up for VoIP service the customer reads a document and is given a copy of a letter detailing where E-911 is available and where it is not and initials on the sign up form they have read this document and they sign this document. This document is filed into a customer file notating they have been made aware of E911 availability.

Customers' adapters are not designed for nomadic use and the telephone adapter is notated with a sticker.

Obtaining Updated Registered Location Information

Currently HCIS offers its customers the ability to update us with address changes via 2 methods listed below:

- 1.) Call into HCIS and inform of address change.
- 2.) Go to the website [www.hcis.net](http://www.hcis.net) and update their change of address.

These are the 2 methods that a customer can currently notify HCIS of an address change. These customers are notified as stated earlier that these devices are not intended for nomadic use as HCIS does not provide E-911 in any other parts of the country.

If additional information is needed, please contact me, or HCIS directly by calling Brian Waid at 270 298-7179.

Sincerely,



Kristopher E. Twomey

cc: Byron McCoy (FCC) byron.mccoy@fcc.gov  
Kathy Berthot (FCC) kathy.berthot@fcc.gov  
Janice Myles (FCC) janice.myles@fcc.gov  
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